LIVE ONLINE-PROCTORED TEST ADMINISTRATION

Live online-proctored (LOP) test administration allows candidates to complete their examinations from their own computers via an internet connection at a time and place of their choosing. Testing sessions are available 24/7/365, based on seating availability.

Castle Worldwide uses its proprietary software, PASS, to deliver examinations to candidates. Castle partners with BVirtual for the online, real-time monitoring of testing candidates.

The candidate's computer must have webcam capability as well as a microphone and speakers, and the environment should be quiet to avoid distractions and to ensure that the online proctor can hear everything at the candidate's location.

There are technical requirements, such as an adequate internet connection, to ensure that the proctor can access the candidate's computer and that the session can proceed without internet disruption. Candidates are informed of the computer specifications in advance of the testing session.

Test Scheduling

Once a candidate is deemed eligible for testing, the candidate receives the Notice to Schedule email with instructions about how to use Castle's online test scheduling system to schedule a testing appointment.

The email provides eligible candidates with a username and password that allow them unique access to Castle's scheduling system. The candidates select "remote proctoring" in the testing site and date fields.

As part of the scheduling process, candidates perform a check of their computer systems. Castle encourages candidates to perform the system check during testing appointment scheduling.

Figure 1: Castle's Online Test Scheduling System

Remote Online-Proctoring Information
If you select our remote proctoring option, please make sure that you test the system you will use for the examination for *both* following system requirements:
• Examination Delivery Requirements
• Remote Proctor Requirements

Figure 2: LOP System Check

Candidates whose computers fail the check of system requirements receive feedback on the hardware or software issues. The candidate must correct the issue, update the computer, or obtain another computer to complete the testing appointment.

The same system requirements check is included in the confirmation email, and candidates are reminded to perform the check prior to testing.

When a candidate selects "remote proctoring" in the testing site and date fields in Castle's online test scheduling system, the candidate is directed to the LOP exam scheduling portal to select a test date and test time from the available selections.

Available testing appointments are noted in white under the proctor's name. The 30-minute appointment time is ONLY to establish the candidate's connection to the online proctor.

The testing time allotted for the examination is set by the test sponsor organization. The candidate can confirm the testing time in the confirmation notice email.
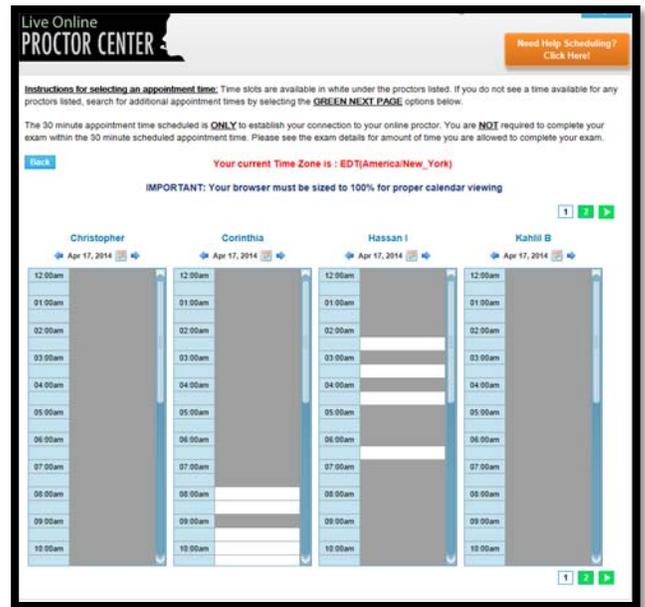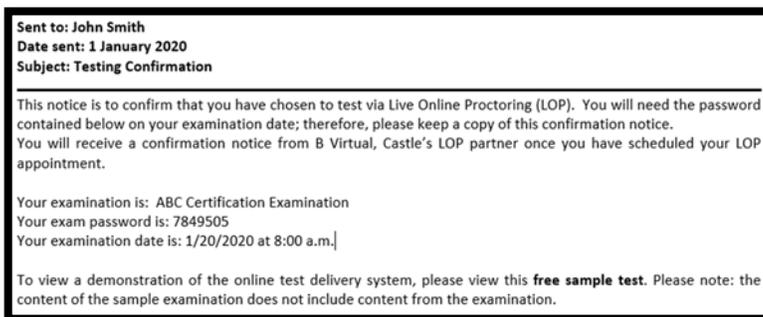

Figure 3: LOP Scheduling Screen

Confirmation Notice

Figure 4: Castle Confirmation Email

Figure 5: B Virtual Confirmation Email

Scheduled candidates immediately receive two confirmation notice emails with the testing appointment details (date and time) and directions as well as a URL link to initiate the testing appointment at the appropriate time.

In addition, the testing appointment is noted in the LOP exam scheduling portal.

The confirmation notice email also provides information regarding an online tutorial of Castle's test delivery system, Proctored Assessment System (PASS). Through the online tutorial, candidates can simulate use of the mouse and keyboard, enter responses, and become familiar with the process for reviewing items and changing responses. This tutorial is provided free of charge.

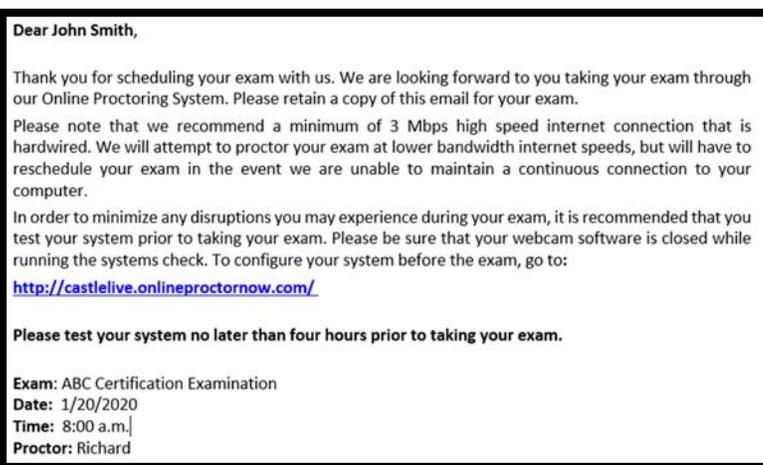Candidates can view a sample test and testing instructions via Castle's website: https://www.castleworldwide.com/cww/take-a-sample-test.

Test Rescheduling and Cancellation

Candidates may cancel or reschedule their testing sessions at any time prior to the scheduled date and time of the testing appointment. Candidates must cancel or reschedule their testing sessions by accessing the online scheduling system. Details can be found in the confirmation notice email.

Please note: If the candidate is more than 15 minutes late to the scheduled testing appointment start time, the candidate will be required to reschedule the testing appointment.

Figure 6: LOP Online Scheduling Portal

Live Online-Proctored Test Delivery

On the date and time of the candidate's scheduled testing appointment, the candidate clicks on the link provided in the confirmation notice email to access Castle's live online-proctoring launch site. Through the site, the candidate conducts a system requirements check and receives directions for commencing the testing appointment.

A candidate whose computer fails the check of system requirements must correct or update the issue or obtain another computer to complete the testing appointment; candidates are required to pass the system requirements check prior to testing.

Figure 7: LOP Login Process

After the system requirements check, the proctor verifies the identity of the candidate by examining the candidate's government-issued ID. The candidate may communicate with the proctor via chat features available within the live online-proctoring launch site. If directed by the proctor, or in case of technical difficulties, the candidate may contact the proctor by telephone.

The proctor has complete access to the candidate's computer to monitor for unauthorized activities, such as accessing other software applications, using multiple monitors, or having someone else take the examination remotely. The proctor can terminate the testing appointment for integrity reasons at any time.

As part of the login process, the candidate shows the proctor a 360-degree view of his or her environment, including the desk, by holding and moving the webcam or laptop with a webcam as directed by the proctor. After the environment check, the proctor enables the monitoring software, which allows the proctor to watch the candidate via the candidate's webcam and record video and audio during the testing appointment. When the proctor has completed the necessary steps to ensure monitoring, the candidate clicks a link to launch the examination login process.

During the examination login process, the proctor and candidate complete a dual login in which the candidate verifies his or her information, completes a candidate attestation statement, and reviews the testing rules and policies. In addition, prior to launching the examination, the candidate can review the online tutorial of PASS.

Testing time for candidates begins when the examination is launched. When candidates complete their examination, they click the "Submit Exam" button and confirm that they are ready to submit the examination. Depending on the examination, a thank-you message or an immediate score report is presented to ca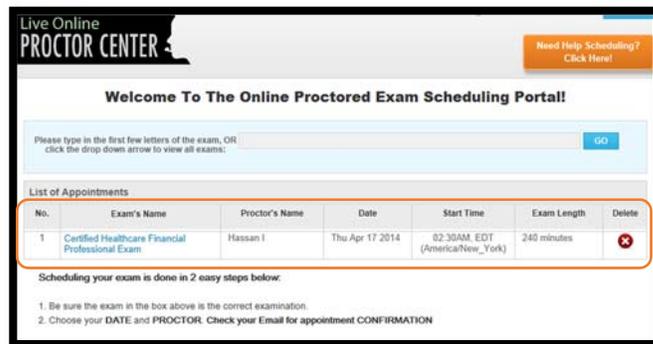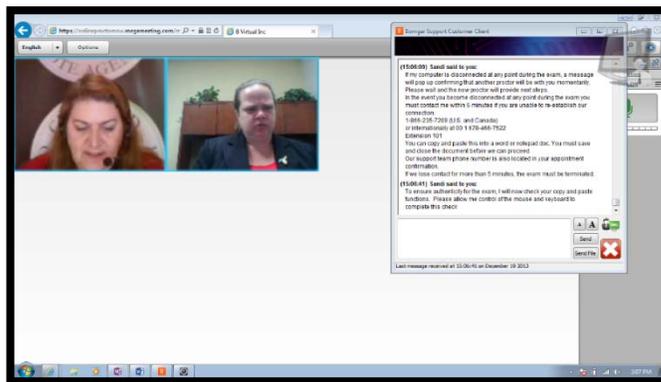ndidates. Candidates should print this message/report.